Instructions to setup the new Microsoft Self-Service Password Reset Service

1. Log on to My College.laccd.edu SIS Portal

Figure 1: Mycollege.laccd.edu login page

2. Click on Email link

Figure 2: SIS Portal dashboard with Email link circled

3. You will be given a message to provide additional information. Please write down your @student.laccd.edu email address listed in the message. You will be required to use your @student.laccd.edu email address to reset your password in the future. Click Next
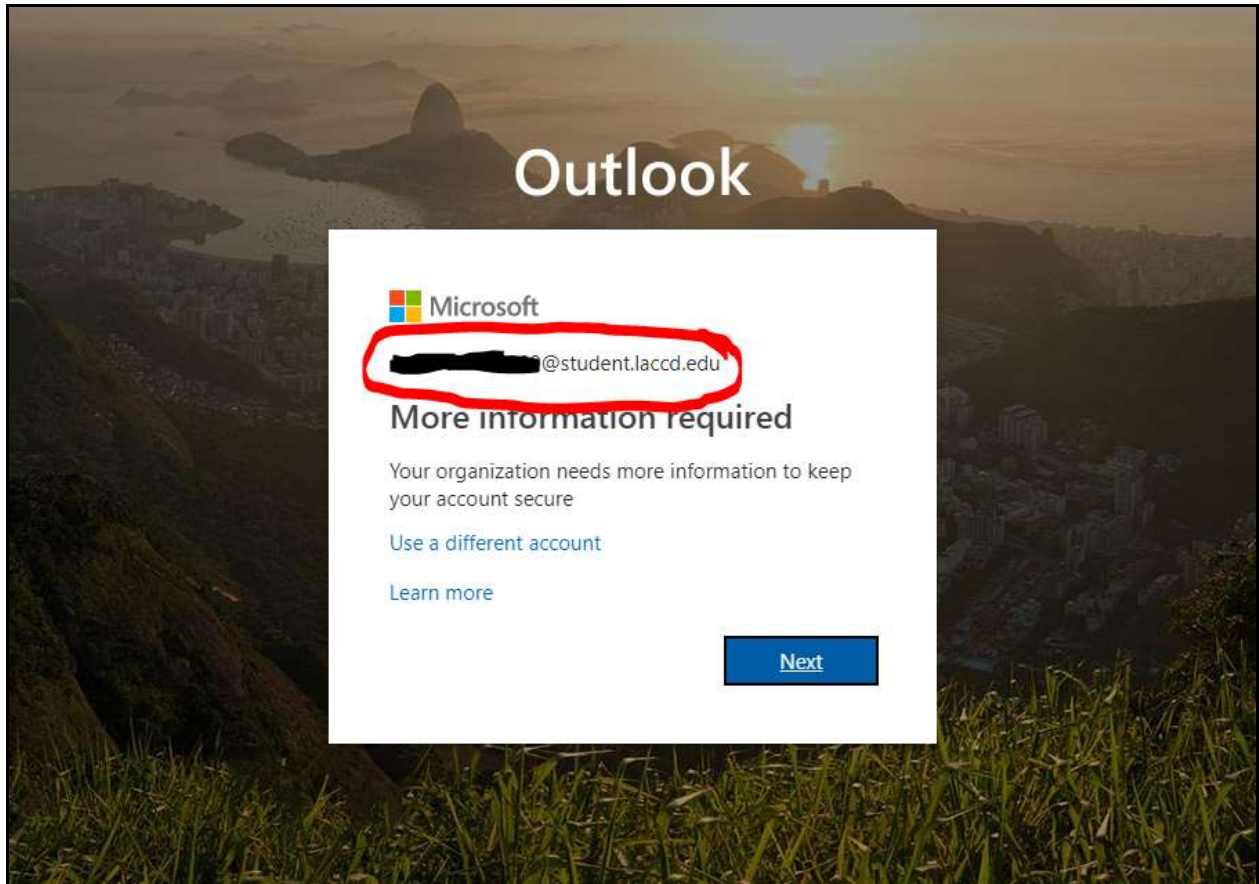

Figure 3: Microsoft SSPR setup prompt

4. Click the "Set it up now" link next to either or both of the authentication methods listed.

> # don't lose access to your account!
>
> To make sure you can reset your password, we need to collect some info so we can verify who you are. We wo
> secure. You'll need to set up at least 1 of the options below.
>
> ⚠ Authentication Phone is not configured. Set it up now
>
> ⚠ Authentication Email is not configured. Set it up now
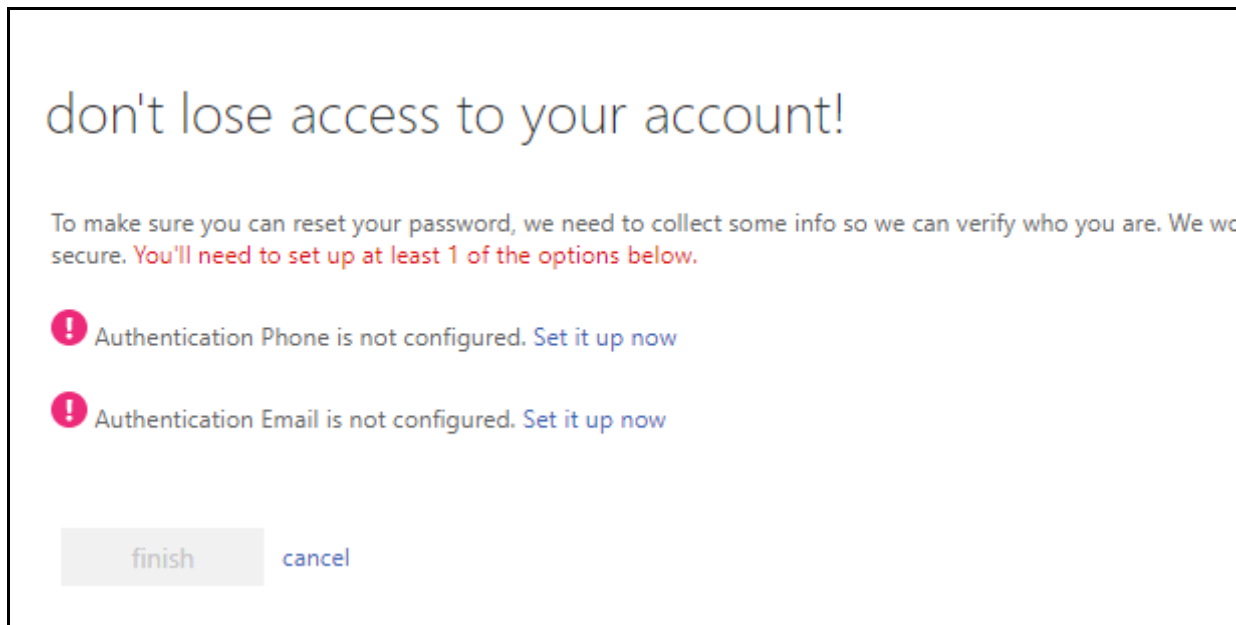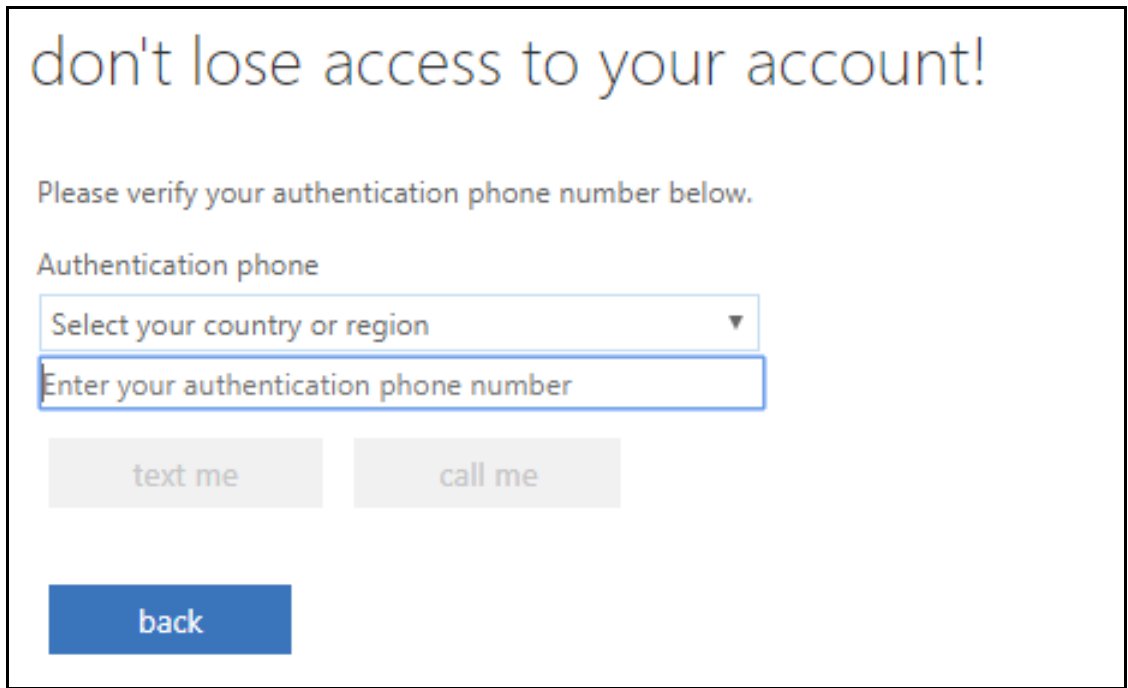>
> [finish]   cancel

Figure 4: Microsoft SSPR setup - Email or text message verification methods
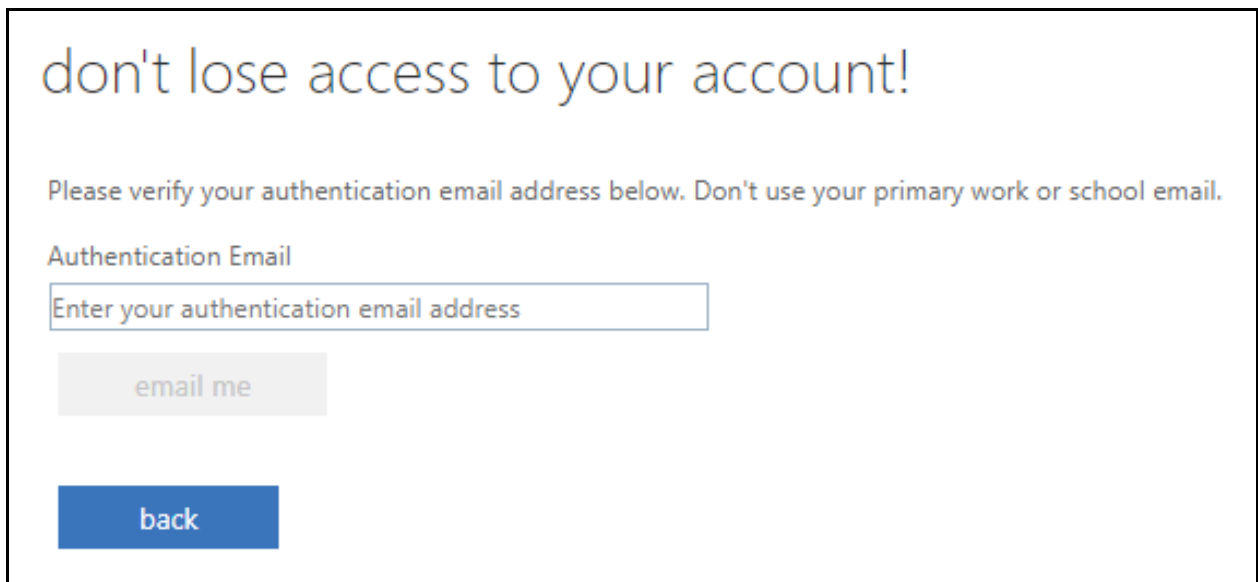
5a. Authentication via Phone will require a cell phone with text messaging capabilities if "Text Me" is selected. Otherwise "Call me" can be utilized.

Figure 5: Microsoft SSPR setup – Enter phone number

5b. A secondary Authentication Email (i.e. yahoo, Gmail, google) can also be setup to email your authentication codes to.

Figure 6: Microsoft SSPR setup – Enter email address

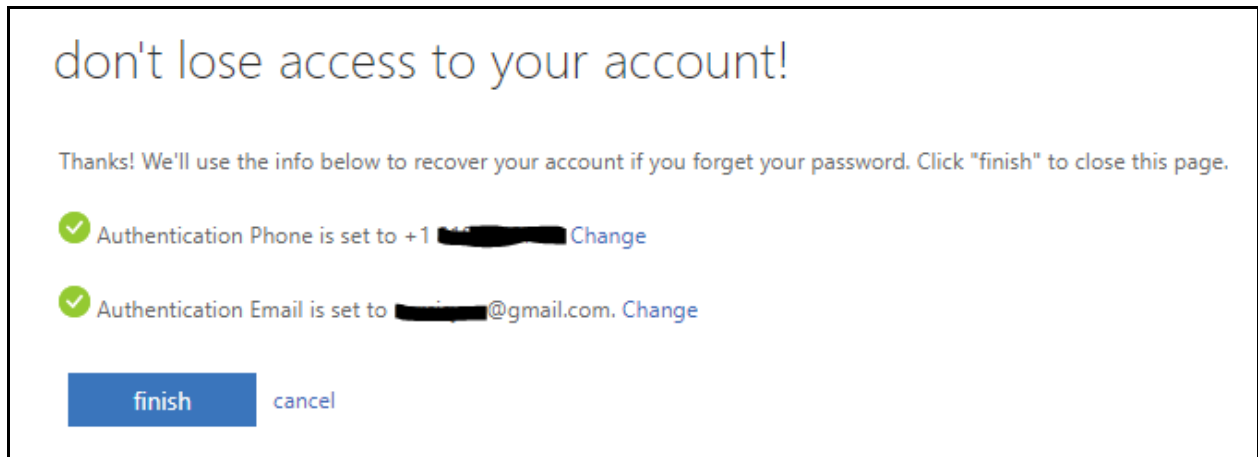**6. Once registration of a phone and/or email is completed you may click "finish"**

Figure 7: Microsoft SSPR setup – Finish

How to reset SIS MyCollege.laccd.edu portal password using the new Microsoft Self Service Password Reset Page

1. Go to MyCollege.laccd.edu and click on "New Microsoft forget your password" link

Figure 8: Mycollege.laccd.edu login page with "New Microsoft forgot your password" link circled

2. **Enter your @student.laccd.edu address that was provided to you when you originally registered with Microsoft Self Service Password Reset. Enter the "Captcha" code shown on screen.**

Figure 9: Microsoft SSPR – Enter your @student.laccd.edu email address and captcha info

3. **Click Next**

4. Select a method of verification and follow on screen instructions.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ○ Email my alternate email
- ● Text my mobile phone
- ○ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (***********75) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

Figure 10: Microsoft SSPR – Enter your verification method account (phone number or email)
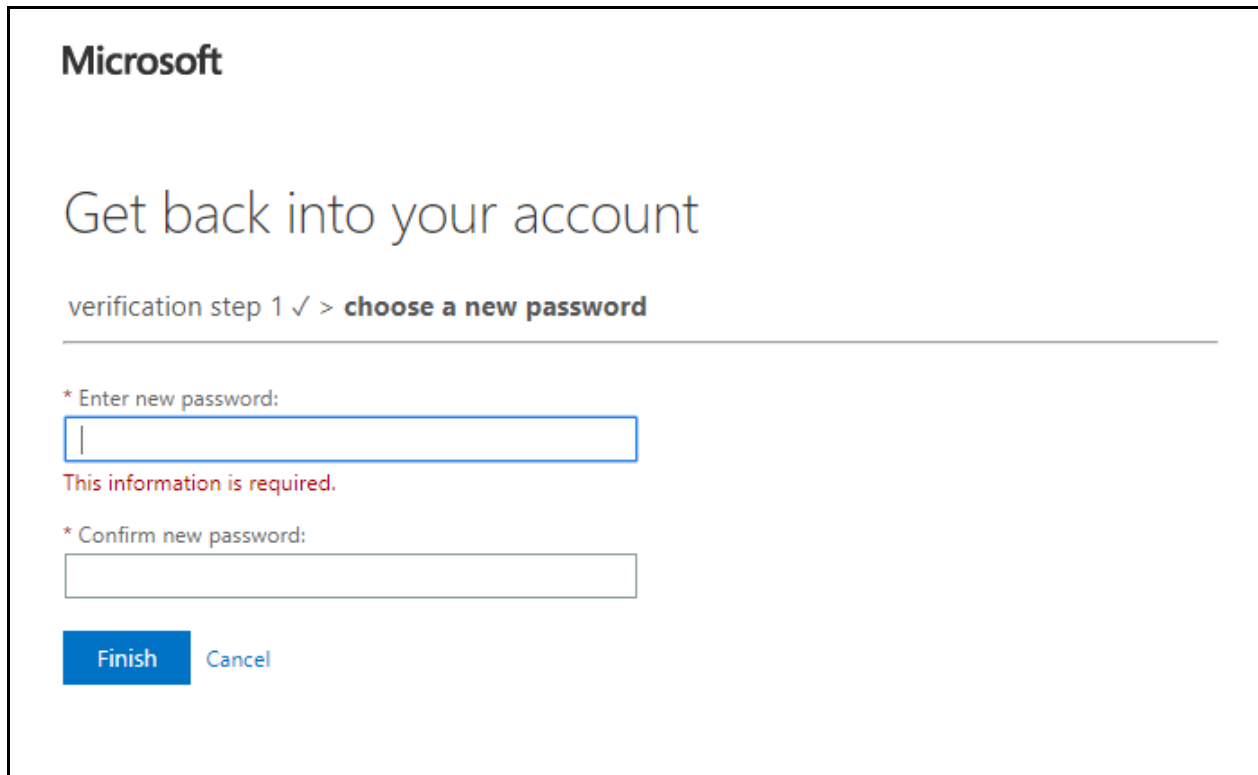
5. Enter the verification code that was mailed/texted/called in to you. Then click next.

Figure 11: Microsoft SSPR - Enter the verification code emailed or texted to you

6. **Enter your new password. You will not be allowed to use old passwords. Passwords will be required to be at least 8 characters long and have 3 of the 4 following requirements.**
   a. **Capital letter**
   b. **Lower case letter**
   c. **Number**
   d. **Special Character (.?!@#$% etc.)**

Figure 12: Microsoft SSPR – Enter and confirm a new password

7. **Click Finish**

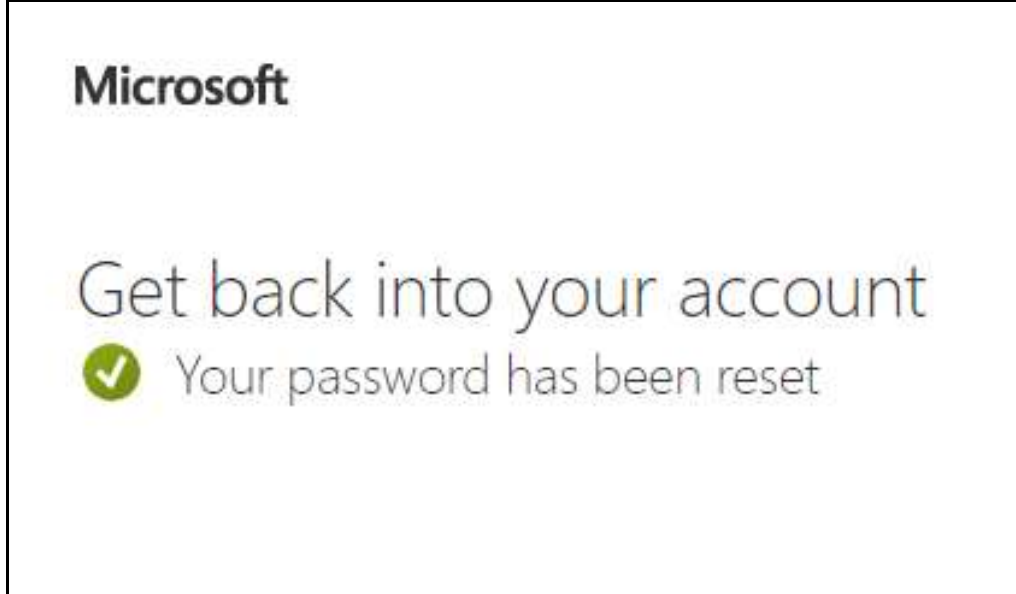*Figure 13: Microsoft SSPR – Password reset confirmation*

You can now go back to the SIS MyCollege.laccd.edu sign on page and login using your new password.